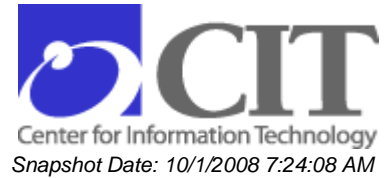


Customer Service Report for EMIB



For the period: Monday, September 01, 2008 12:00:00 AM to Tuesday, September 30, 2008 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Accounts											
Access/Login	1	0	0	2	0	0	0	0	3	0	12
Account Lockout	1	0	0	0	0	1	0	0	0	0	0
Deactivate/Close	2	0	0	0	0	1	0	0	1	0	2
Edit Account	29	0	0	2	0	20	0	0	11	0	3
General Info	5	0	0	0	0	0	0	0	5	0	6
Register/Open	12	0	0	431	0	9	0	0	434	0	0
Application Support											
COTS- Other/Troubleshoot	1	0	0	0	0	0	0	0	1	0	6
Sharepoint- Troubleshoot	0	0	0	1	0	1	0	0	0	0	0
ASR											
Windows	0	0	0	2	0	0	0	0	2	0	0
Back Office Support											
Active Directory	11	0	0	0	0	0	0	0	11	0	10
Backup/Restore	6	0	0	0	0	0	0	0	6	0	6
Configuration	3	1	0	1	0	0	0	0	5	0	5
Maintenance	2	0	0	0	0	0	0	0	2	0	1
Permissions/Shares	8	0	0	0	0	1	0	0	7	0	9
Reset Limits	12	0	0	2	0	2	0	0	12	0	11
Troubleshoot	4	0	0	0	0	0	0	0	4	0	8
Web Hosting	1	0	0	0	0	0	0	0	1	0	16
CIT Categories											
LISTSERV	1	0	0	0	0	0	0	0	1	0	22
Web Site Issue	1	0	0	0	0	0	0	0	1	0	7
CIT Categories- General Information											
General Info	0	0	0	1	0	1	0	0	0	0	0

Customer Service Report for EMIB

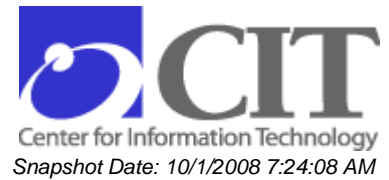


For the period: Monday, September 01, 2008 12:00:00 AM to Tuesday, September 30, 2008 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Connectivity											
TCP/IP	0	0	0	2	0	0	0	0	2	0	0
Email											
Exchange Email	8	0	0	3	0	1	0	0	10	0	12
General Info	7	0	0	1	0	2	0	0	6	0	6
MS Outlook	11	0	0	0	0	0	0	0	11	0	12
Outlook Web Access (OWA)	3	0	0	0	0	1	0	0	2	0	21
Spam Mail	1	0	0	0	0	0	0	0	1	0	5
General Information											
Inquiry	5	0	0	0	0	0	0	0	5	0	10
Hardware											
Desktop/Install/Build	0	1	0	0	0	0	0	1	0	0	20
Desktop/Troubleshoot	0	0	0	1	0	0	0	0	1	0	17
Laptop/Request	0	1	0	0	1	0	0	0	0	0	0
Servers/Config/Setup	0	5	0	0	0	4	0	0	1	0	0
Local LAN											
LocalLAN/Connectivity	1	0	0	0	0	1	0	0	0	0	0
LocalLAN/General Info	2	0	0	0	0	0	0	0	2	0	15
NIH Data Center											
Aperture Vista	0	2	0	0	0	0	1	0	0	1	0
NIHnet											
Server Support-DNS	5	0	0	2	0	0	0	0	7	0	8
Server Support-Listserv	1	0	0	0	0	0	0	0	1	0	13
Service Prov-IP Address Admin	8	0	0	0	0	0	0	0	8	0	7
Security											
General Info	1	0	0	0	0	1	0	0	0	0	0
Unix Support											

Customer Service Report for EMIB

For the period: Monday, September 01, 2008 12:00:00 AM to Tuesday, September 30, 2008 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Unix Support	0	0	0	2	0	0	0	0	2	0	0
Web Site Issue (non-CIT)											
Broken Link	1	0	0	0	0	0	0	0	1	0	20
Other	1	0	0	0	0	0	0	0	1	0	6
Wireless Services											
BB/Request	1	0	0	0	0	0	0	0	1	0	21
Enable Blackberry Account	1	0	0	0	0	0	0	0	1	0	3
WN/Configuration/Setu p	1	0	0	0	0	0	0	0	1	0	47
Grand Total:	158	10	0	453	1	46	1	1	571	1	2

Total Tickets Closed: 573
Total Tickets Assigned/Pending/Checked Out: 48
Total Tickets Created: 621